



The Narration of Convenient Public Services at the Sheikh Zayed Solo Grand Mosque in Online Media

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A B S T R A C T

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This research attempts to examine the coverage of the Sheikh Zayed Grand Mosque in Solo in the online media *Solopos.com*. This study uses a qualitative-descriptive method and uses the narrative theory of the actan model developed by Algirdas Greimas. This research focuses on news text narratives collected through the online media *Solopos.com* after the Grand Mosque of Sheikh Zayed Solo was inaugurated. The results of this study found the structure of the meaning of reporting on the Sheikh Zayed Solo Grand Mosque on *Solopos.com* which displays the positive side of reporting about the mosque. This positive news is related to parking, security, and shuttle service at the Grand Mosque of Sheikh Zayed Solo.

Introduction

Since it was inaugurated by the President of the Republic of Indonesia (RI), Joko Widodo, and the President of the United Arab Emirates (UAE), Mohamed Bin Zayed Al-Nahyan, on November 14, 2022, the Sheikh Zayed Grand Mosque in Surakarta or Solo City has become a new tourist destination for the people, both the people of Solo City and outside the city (Muhtadin, 2023). This mosque is a replica of the Sheikh Zayed Grand Mosque in Abu Dhabi, UAE, so its design is similar to the original (Sam & Ramadhani, 2022). Over time, after opening to the public on February 28, 2023, the Grand Mosque of Sheikh Zayed Solo is increasingly famous, with many visitors and mass media reporting on the mosque. The Sheikh Zayed Grand Mosque's presence has attracted much media attention. This made the mosque known to a broad audience relatively quickly. So, it is necessary to understand how the Grand Mosque is narrated in the mass media.

Previously, research on mosques within the scope of the mass media had not been carried out much. Several massive studies have focused on sociological aspects (Kurniawan, 2020), which are intertwined with mosques in terms of management and utilization of mosques as public spaces. In communication and media studies, there have been several studies related to mosque activities, such as those carried out by the An-Nur Community Television of the Grand Mosque of Palembang (Badrudin dkk., 2017), a youth organization of the Jamiek Pauh Padang Mosque which utilizes digital devices during a pandemic (Firdalius dkk., 2021) or communication patterns used by mosque youth at Al-Mua'awwanah Mosque, Tenayan Raya, Pekanbaru (Uir, 2022), and social media users as a mosque communication tool in Lhokseumawe City (Fazil & Fahmi, 2022). From this research, no one mentions the mosque in the narrative of mass media coverage.

Research on narrative analysis in mass media coverage has been carried out in Indonesia. Like the research by Yuzi, Afifi, and Utami entitled "Narrative Analysis of French Reporting as 2018 World Cup Champion in Kompas Daily". This study uses qualitative methods with data collection techniques through written documents. This study uses narrative theory, namely the process of conveying and arranging an event sequentially, to analyze the character of the narrative displayed. The study results show that the narrative characteristics of Kompas daily reporting on France as the 2018 World Cup champion are

descriptive narratives, not sensational ones. In addition, Kompas daily does not have a particular writing style and refers more to the general narrative for football by using diction according to the Enhanced Spell. Kompas daily placed France with solid and compact characteristics so that they could emerge as champions of the 2018 World Cup (Yuzi dkk., 2019).



Figure 1: The atmosphere inside the Sheikh Zayed Solo Grand Mosque
(Photo: Personal Doc.)

Likewise, research conducted by Sulistyono contains issues related to the Indonesia-Australia conflict. The study entitled “Narrative Reporting of *Solopos* Local Media in the 2013 Indonesia-Australia Feud Case (Analysis of the Narrative Structure of *Solopos* Local Media Reporting in the 2013 Indonesia-Australia Feud Case)” uses Tsevtan Todorov’s narrative structure analysis modified by Marie Gillespie. Todorov argues that narrative has a chronological order, motive, and plot, which consists of several stages, namely (equilibrium, disturbance, awareness of disturbance, effort to correct disturbance and restoration towards balance). The results of the analysis of the structure of the news narrative in the case of the Indonesia-Australia conflict, *Solopos* arranges the news narrative without presenting the story as a whole. The events that are displayed are only the plot. Explicitly *Solopos* emphasizes more narrative on conditions where a conflict has occurred

to attract more interest in reading for the audience (Sulistyo, 2017) therefore the tapping phenomenon becomes an interesting news theme in national and local newspapers. This tapping case was quickly loaded on the media in Indonesia, one of which local media Solopos which is one of the local media with the largest market share and become the pride of the people of Solo city. This narrative of narrative becomes interesting to examine, from the way Solopos mentions the events of conflict that are structured into narrative news structures. The purpose of this research is to describe the structure of the narration of the tapping text that is loaded in local Solopos media. The data in this study were processed qualitatively and using the narrative analysis of Tsevtan Todorov narrative modified by Marie Gillespie. Todorov argues that narratives have chronological order, motifs and plots consisting of several stages, namely (equilibrium, interruption, awareness of interference, correction of effort, recovery to equilibrium).

Hidayatullah also researched narrative analysis regarding the dissolution of Hizbut Tahrir Indonesia (HTI), published by Kompas.com and Republika.co.id. The study entitled “Narrative Analysis of News on the Dissolution of HTI in the Kompas.com and Republika.co.id Portals” with Vladimir Propp’s theory through seven scopes of action functions in the narrative. This study found differences in the structure of the scope of action in the news narrative of HTI dissolution between the Kompas.com and Republika.co.id portals (Hidayatullah, 2019).

Wahyuni also researched the conflict between the Corruption Eradication Committee and the National Police. The research entitled “Narrative Analysis of KPK and Police Conflict News in Indonesian Online Media” uses the narrative analysis theory. This research method is a qualitative descriptive method. This method describes the data according to the techniques and strategies in narrative analysis. This study concludes that most news in Media Indonesia has displayed characters, incomplete narrative structures, and chronological plots (Wahyuni, 2018).

In addition, Anwari and K researched narrative analysis on reporting on the Arrest of Habib Rizieq in Tempo Magazine in June 2017. The research entitled “Narrative Analysis of Tempo Magazine Reporting on the Meringkus Rizieq Case” uses a narrative analysis method with a descriptive nature. The study results of the article are that Tempo magazine narrates Rizieq as a person subject to violations in his reported cases (Anwari & K, 2018).

Of the various narrative studies that have been carried out, this study uses the same approach as the research conducted by Anwari and K on “Narrative Analysis of Tempo Magazine Reporting on the Meringkus Rizieq Case.” Even so, the study conducted by this researcher has different subjects and objects. The research will focus on the news narrative carried out by *Solopos.com* about the Sheikh Zayed Grand Mosque in Solo.

Method

This research is media research that uses narrative analysis. Using a qualitative-descriptive research method, this study describes how *Solopos.com* narrates the Solo government’s policies toward the destination of the Grand Mosque of Sheikh Zayed Solo.

Narrative analysis is often used to dissect a work of fiction (Huda & Pardianto, 2018) or advertising products (Umam & Kusuma, 2019) because it is easier to describe the conversations that are taking place in films and advertisements. In addition, narrative analysis is often used in film production (Febriyanti, 2020). However, narrative analysis can also be used to examine a report. This is because reporting as another story also creates conversations for news sources and is structured with related frameworks (Eriyanto, 2015). Eriyanto said that news, as a fact is a story that makes a complete incident and has a plot.

Narrative writing is a story based on the sequence of events or incidents experienced by characters with a background of place, time, and atmosphere (Hidayat, 2021). Narrative text is a type of text that contains a story or tells a thing, event, or event in a specific time and perspective. Narration can also be referred to as an essay that presents the relationship of events by considering the characters’ time element (Lasmini, 2018). The essence of narrative text is a series of stories arranged chronologically so that the story conveyed can be understood by readers (Alimah & Indihadi, 2022).

In addition, in the narrative text, there are linguistic aspects. The linguistic elements of narrative text include using verbs that mean actions or actions of the actor, adverbial functions that use place, time, or method, and conjunctions that express the sequence of events such as then, then, and after (Wibowo, 2018). In addition, the linguistic aspect of narrative text is the use of direct sentences which indicate dialogue between characters (Rahmat, 2019).

This study uses the narrative theory proposed by Algirdas Greimas, an academic from Lithuania who made several changes to perfect Propp's narrative theory. Propp's narrative theory states that a narrative text has 31 components that can be used as a character analysis tool and narrative text structure. In narrative theory, Algirdas Greimas is referred to as an actant. There are 6 acts in question, namely the subject (character) who directs the path of a story. The object is the goal of the issue, the sender (destinator) determines the direction and gives the values of a narrative, the receiver (receiver) is the carrier of value from the sender, and supporters (adjuvants) as supports for objects to achieve object goals, and barriers (traitors) as obstacles for subjects to achieve goals/objects (Aji & Rahardjo, 2022).

Actan is abstract and formed by action (Yuniasti, 2019). Greimas also tries to find narrative text patterns that focus on the character's function as an actor who drives a story in a syntagmatic relationship structure (Fatimah dkk., 2018).

In a news structure, the reader's point of view is formed from how the text/narrative is interpreted. Specifically reporting on the Sheikh Zayed Solo Grand Mosque in online media, readers will find their point of view based on the structure of meaning built by the mass media concerned. This research thoroughly examines the structure of the meaning of reporting on the Sheikh Zayed Solo Grand Mosque in the online media *Solopos.com*. News collected by researchers as further research data will be studied using narrative analysis methods.

Of the various forms of reporting that exist, the mass media presents news in multiple ways, one of which is through narrative writing. The form of narrative writing can be observed using narrative analysis to describe how the message is conveyed in the news (Yuzi dkk., 2019).

Findings and Discussion

From the various reports reported by *Solopos.com*, there are five pieces of news that best represent the narrative about the Sheikh Zayed Grand Mosque, namely:

First News: Hope for Street Vendors

The first news came with the title "Mayor of Gibran City to Buy Land for Street Vendors at the Sheikh Zayed Grand Mosque" (Prakoso, 2023b). In the narration of the news text, it was announced that the Mayor of Solo, Gibran Rakabuming

Raka, would buy land to accommodate street vendors (PKL) around the Sheikh Zayed Grand Mosque, Solo. “We will certainly look for it but have not yet found land. I have ordered it,” said Gibran when met by journalists at the Solo City Hall, Monday (6/3/2023) morning.

Gibran said that he had ordered the City Secretary of Solo Ahyani to look for land for street vendors around the Sheikh Zayed Grand Mosque in Solo that the Solo City Government could buy. Gibran said the number of street vendors who used to sell at the Sheikh Zayed Grand Mosque was quite a lot. When asked about implementing zoning for traders, Gibran said he did not want street vendors’ activities to dirty the Sheikh Zayed Grand Mosque area.

Apart from that, continued Gibran, minimal parking space, unattractive shuttle bus service, and crowded Friday worshipers are the work of the Solo City Government that still needs to be completed. “We evaluated for x-ray security yesterday only one door for security reasons. Yesterday we focused on security,” said Gibran.

Residents, through reports at the Surakarta Complaint Service Unit (ULAS), also asked whether mobile traders could carry out activities around the Sheikh Zayed Grand Mosque. The Solo City Trade Service responded to residents’ complaints at ULAS. It stated that traders might act if they are in designated places and not restricted zones.

Based on the first news summary, the researcher found six actants who became characters in the narrative text of the news, including:

- a. Subject : Mayor of Solo, Gibran Rakabuming Raka
- b. Object : Delivering information on purchasing land for Sheikh Zayed Grand Mosque Street vendors.
- c. Sender : Solo City Government
- d. Beneficiary : Street Vendors
- e. Supporters : Secretary of the City of Solo Ahyani
- f. Barriers : Not yet got land

From the narration of the news text displayed, Gibran Rakabuming Raka, Mayor of Solo, will work on the land around the mosque to become a location for street vendors to trade. The street vendors also want to be part of Raya Sheikh

Zayed, although with a note that they are not allowed to pollute the mosque area.

Second News: The Extra Security

In the second news entitled “20,000 People Visit the Sheikh Zayed Grand Mosque, Gibran Adds Security”, *Solopos.com* presented the information when the Director of Operations for the Sheikh Zayed Solo Grand Mosque, Munajat, delivered instructions regarding security at the Sheikh Zayed Grand Mosque. According to him, the number of visitors who come to the mosque is quite a lot, especially before Friday prayers and weekends. “Friday is like a normal day, but there is an increase when it’s Friday. An average day from Fajr to Isha is 2,000 to 3,000 people” (Prakoso, 2023c).

The news shows that visitors to the Sheikh Zayed Grand Mosque, Solo reached 10,000 people on Saturday (4/3/2023) and increased to 20,000 on Sunday (5/3/2023). The Solo Police will assist security officers at the weekend mosque. The visitor data is by the records of the Director of Operations for the Grand Mosque, Sheikh Zayed Solo Munajat. Munajat said that most visitors started Friday, Saturday, and Sunday.

Apart from that, according to Munajat, the Solo Police and Kodim 0735/ Solo have assisted in the security of the Sheikh Zayed Grand Mosque. Munajat did not memorize the number of security officers or the number of cleaning service officers at the Sheikh Zayed Grand Mosque. The United Arab Emirates (UAE) is partnering with a third party to provide mosque attendants.

This was evident when the caretaker of the Sheikh Zayed Grand Mosque followed up on reports of visitors losing their mobile phones. However, there was no evidence or records of the residents losing them. “There are CCTV cameras in 36 locations. We plan to increase it to 2 times,” explained Munajat.

In addition, in the news, Munajat urged visitors to bring bags for footwear and be taken to the prayer room. This is to prevent the footwear from being lost or exchanged with other congregation members. “If yesterday’s sandals were missing, one sandal was lost, then someone else took it, then it was wrecked,” said Munajat.

Solopos.com featured a statement by Mayor Gibran Rakabuming Raka saying that the number of visitors to the Sheikh Zayed Grand Mosque reached more than 12,000 people on Saturday and more on Sunday. The Solo City Government asked

the Solo Police to provide directions to the mosque's security officers. *Solopos.com* monitoring at Solo City Hall, Tuesday (7/3/2023) Solo Police Chief Kombes Pol Iwan Saktiadi met Solo Mayor Gibran Rakabuming Raka. They held a closed meeting to increase the security of the Sheikh Zayed Grand Mosque.

Based on the second news summary, six actors become characters in the narrative text of the news, including:

- a. Subject : Mayor of Solo, Gibran Rakabuming Raka, and Director of Operations of the Grand Mosque of Sheikh Zayed Solo, Munajat
- b. Object : Delivery of directions regarding security at the Sheikh Zayed Grand Mosque
- c. Sender : Solo City Government
- d. Recipients : Security officers and visitors to the Grand Mosque of Sheikh Zayed Solo
- e. Supporters : Solo Police and Kodim 0735/Solo
- f. Barriers : Missing items not recorded by CCTV, lots of visitors

In the narrative of the second news text, there is a message that the Solo City government, through Mayor Gibran Rakabuming Raka, asked the Solo Police to give directions to mosque security officers considering the large number of visitors who came.

The same thing was conveyed by the Operational Director of the Sheikh Zayed Solo Grand Mosque, Munajat, who said that visitors to the mosque were advised to keep their belongings safe, such as carrying a pouch for footwear that can be brought to the prayer room. This is to anticipate footwear that is lost or exchanged with the belongings of other pilgrims.

Third News: Efforts to Streamline the Traffic

In the third news narrative, *Solopos.com* presents news entitled "Gibran Maintains the Sheikh Zayed Grand Mosque Tour Shuttle Despite Lack of Interest." The news shows that the Mayor of Solo, Gibran Rakabuming Raka, maintains the tour shuttle service even though it is less attractive to visitors to the Sheikh

Zayed Grand Mosque, Solo. Gibran said that the condition of Jl. A. Yani, Gillingan Viaduct Solo, was closed for three months. Gibran maintains the shuttle service until the Gillingan Viaduct work is completed. “Meanwhile, use the shuttle first. After three months, it was finished,” explained Gibran (Prakoso, 2023a).

Gibran said that one of the reasons for the lack of demand for tour shuttle services was the desire of visitors to quickly go to the Sheikh Zayed Grand Mosque with the vehicle they were traveling in. “People want to hurry up to the mosque. Moreover, that [many parking vehicles around the Sheikh Zayed Grand Mosque] also disrupt traffic,” Gibran said when met by reporters at the Solo City Hall Monday (3/6/2023).

The large number of vehicles parked around the Sheikh Zayed Grand Mosque disrupts the function of roads and residents. Several residents complained through the Surakarta Complaint Service Unit to Solo Mayor Gibran Rakabuming Raka regarding parking problems around the Sheikh Zayed Grand Mosque.

Based on the summary of the third news, six actors become characters in the narrative text of the news, including:

- a. Subject : Mayor of Solo, Gibran Rakabuming Raka
- b. Object : Conveying information that the Sheikh Zayed Grand Mosque tour shuttle is still being maintained
- c. Sender : Solo City Government
- d. Recipients : Visitors to the Sheikh Zayed Solo Grand Mosque
- e. Supporters : Residents around the Sheikh Zayed Solo Grand Mosque
- f. Obstacles : Visitors want to quickly go to the mosque with their own/private vehicle

In the narration, this third news text has a message that the Solo City government, through Mayor Gibran Rakabuming Raka, is still maintaining the tourism presence of the Sheikh Zayed Grand Mosque, even though it is less desirable. This is done so that not too many vehicles are parked around the Sheikh Zayed Mosque to minimize traffic disruption. In addition, shuttle services are also being held while waiting for the Gillingan Viaduct project to be completed.

Fourth News: Warning for Parking Attendants

The fourth news, *Solopos.com*, published “Pick Up Parking Attendants at the Sheikh Zayed Mosque, Gibran: People Who Worship Should Not Be Complicated.” The news narrative displayed that the Solo City government, through the Mayor of Solo, Gibran Rakabuming Raka, conveyed that it would not make it difficult for people who worship at the Sheikh Zayed Grand Mosque in Solo. According to Gibran, many parking attendants charge high or unreasonable parking rates. Gibran asked residents to report if they found unreasonable parking rates (Prakoso, 2023d).

The number of illegal parking attendants caught by the Solo City Task Force for the Eradication of Illegal Extortion has increased to four people. Head of the Solo Transportation Agency, Taufiq Muhammad, explained that the officers affected by the operation of four people were located east of the railway line, namely around Ngemplak. In addition to fixing unreasonable parking rates, the clerk operates without a permit. “Yesterday Rp. 10,000. Average IDR 10,000. We have not found anything up to Rp. 50,000,” said Taufiq Tuesday (2/5/2023).

Taufiq said that residents who want to use the village road as a parking area for Sheikh Zayed Grand Mosque visitors must get permission first. One of them asked for approval from all residents. “Not all village roads are filled with parking lots, but there must be circulation for residents’ vehicles. It must be considered,” continued Taufiq.

Taufiq said that when the Gilingan Viaduct is completed, all vehicle parking will be at Tirtonadi Terminal and Pedaringan. For the time being, the shuttle service is constrained by Gillingan Viaduct being closed, so the service has to detour some distance, and traffic conditions are jammed.

The Solo Transportation Agency has set incidental rates. Rp. 3,000 for motorbikes, Rp. 5,000 for cars, Rp. 10,000 for elves/minibusses. It was accompanied by an official ticket belonging to the City Government of Solo. This rate is valid for one-time parking, and there is an official Solo City Government ticket. Meanwhile, the parking fee at Tirtonadi Terminal, namely free buses, Rp. 3,000 for four-wheeled vehicles, Rp. 2,000 for motorbikes.

Gibran appealed to parking users not to pay for parking if asked for an unreasonable parking rate, for example, Rp. 20,000 or Rp. 50,000. Residents are asked to report through the available services. “Just report it. The point is people

who want to worship at the mosque do not make it difficult,” explained Gibran. Gibran added that representatives of the United Arab Emirates would soon go to Solo to discuss parking bags, Islamic centers, and hospital grants.

Based on the fourth news narrative, six actors become characters in the narrative text of the news, including:

- a. Subject : Mayor of Solo, Gibran Rakabuming Raka, and Head of the Solo Transportation Service, Taufiq Muhammad
- b. Object : Delivering an appeal so that parking users do not pay when asked for an unreasonable parking rate as well as a warning so that parking attendants do not make it difficult for people who will worship at the Sheikh Zayed Solo Grand Mosque with high parking rates
- c. Sender : Solo City Government
- d. Recipients : Parking users and parking attendants around the Grand Mosque of Sheikh Zayed Solo
- e. Supporters : Parking users of the Sheikh Zayed Solo Grand Mosque
- f. Obstacles : The clerk moves without permission

From the report’s contents, Gibran Rakabuming Raka, as Mayor of Solo, asked parking users not to pay if asked for an unreasonable parking rate. In addition, Gibran also asked residents to report to the available services. In the news, this is also a warning so that parking attendants do not make things difficult for people who will worship at the Sheikh Zayed Grand Mosque in Solo with high parking fees.

In addition, the Head of the Solo Transportation Service, Taufiq Muhammad, also appealed to residents who want to use the village road as a parking area for visitors to the Sheikh Zayed Grand Mosque to get permission first. One of them asked for approval from all citizens.

Fifth News: Fleet Abolition

The fifth news *Solopos.com* carried the title “Cancel Open in Mangkunegaran, Tour Shuttle to Zayed Mosque only in Tirtonadi.” In this news, the Head of the Solo Transportation Service (Dishub), Taufiq Muhammad, finally abolished the tour shuttle at Mangkunegaran Temple to the Sheikh Zayed Mosque. The Solo City Transportation Agency stated that the tour shuttle to the Sheikh Zayed Mosque was only concentrated at the Tirtonadi Terminal. Previously, the Solo Transportation Agency opened two locations: Mangkunegaran Temple and Tirtonadi Terminal (Malinda, 2023).

Taufiq Muhammad explained that those interested in the tour shuttle to the Sheikh Zayed Grand Mosque were still quiet. From the evaluation results, Taufiq explained that there were no tour shuttle passengers from Mangkunegaran Temple as long as the fleet operated there. “This is from the evaluation that has been running in Mangkunegaran quiet. Then all of them were moved to the [Tirtonadi] Terminal,” said Taufiq Monday (6/3/2023).

According to Taufiq, the tour shuttle service is more crowded and in demand by passengers at the Tirtonadi Terminal. Therefore, the fleet previously on standby at Mangkunegaran was diverted to Tirtonadi Terminal. “Because the terminal has many passengers, the existing fleet is being pulled to the terminal,” explained Taufiq.

When boarding the tour shuttle, passengers will be given a sticker to stick on, which they use as a marker for using the tour shuttle fleet. The maximum number of passengers in the shuttle fleet is 13 adults. The tourist shuttle fleet that operates is typically 12 units. Tourists who come in groups can pre-order a tour shuttle to the Transportation Agency online so that the Transportation Agency can prepare a tour shuttle as needed.

Based on the fifth news narrative, six actors become characters in the narrative text of the news, including:

- a. Subject : Head of the Solo Transportation Service, Taufiq Muhammad
- b. Object : Conveying information on the payment of the opening of the Sheikh Zayed Solo Mosque tour shuttle in Mangkunegaran

- c. Sender : Solo City Government
- d. Recipients : Community and visitors to the Grand Mosque of Sheikh Zayed Solo
- e. Supporters : Solo City Government
- f. Barriers : The shuttle at Mangkunegaran was low on demand

This fifth news text narration has a message that the Solo City government, through the Head of the Solo Transportation Service, Taufiq Muhammad, has abolished the tour shuttle from Mangkunegaran Temple to the Sheikh Zayed Mosque. This was taken after an evaluation showed that the shuttle at Mangkunegaran needed more demand. The Solo City Transportation Agency stated that the tour shuttle to the Sheikh Zayed Mosque was only concentrated at the Tirtonadi Terminal.

Conclusion

From the five Solopos.com news reports on the Sheikh Zayed Grand Mosque, it can be concluded that all the narrations submitted were from the Solo City government. The five news narratives focus on the statements of the Mayor of Solo, Gibran Rakabuming Raka, and the Head of the Solo Transportation Service (Dishub), Taufiq Muhammad, with positive narratives.

The news also presented various issues that arose after the Sheikh Zayed Grand Mosque was opened to the public. In fact, since the announcement by Vice President KH. Maruf Amin, the mosque is not only a place of worship but also a place for local and out-of-town residents to travel. Many people from Solo and outside Solo flock to the Sheikh Zayed Grand Mosque. As time passes, the Sheikh Zayed Grand Mosque is getting more and more visits, making the Solo City government issued several policies.

Because of this, the news also highlighted various Solo government policies, starting with parking, security, and shuttle fleet services. This policy provides comfort to visitors to the Sheikh Zayed Grand Mosque.

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